

Notice of Allowability

Application No.

10/649,539

Examiner

Benny Q. Tieu

Applicant(s)

SUMNER ET AL.

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to patent application filed August 27, 2003.
2. ☒ The allowed claim(s) is/are 1-34.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some* c) ☐ None of the:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date 1/18/5
4. ☐ Examiner's Comment Regarding Requirement for Deposit
of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☐ Interview Summary (PTO-413),
Paper No./Mail Date _____
7. ☐ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other _____

Reasons For Allowance

1. Claims 1-34 are allowed.
2. The following is an examiner's statement of reasons for allowance: Brooks et al. (U.S. Patent No. 5,825,869) teach a call-management method and system for distributing calls to a plurality of individuals, such as automatic call distribution (ACD) agents, include routing calls to the individuals based upon a correlation of attributes of the individuals with calls that are tagged with identification of abilities that are advantageous to efficiently processing the calls (column 4, lines 50-67). Brooks et al. fail to teach a feature that the same skill agents are determined, compared and a communication is established between these agents based upon a request. Judkins et al. (U.S. Patent No. 6,707,904) teach a method and system for collecting reports for call center monitoring by supervisor wherein agents can be set into groups of similar skills as teams by clicking on the teams button on the toolbar and a setup teams window opens (FIG. 37), i.e., a dialog box. Teams are used mainly for reporting purposes and do not affect call routing (column 21, lines 16-29). However, prior art of record fails to teach, or renders obvious, alone or in combination, a method for, a computer program product embedded in a computer readable medium for use in, and an apparatus of providing assistance to an agent in a communication system in which skills of each agent of a plurality of agents are determined; the determined skills for respective agents of the plurality of agents are stored as skill records in a database; when a predetermined agent of the plurality of agents requests to communicate with another of the agents of the plurality of agents, the skill record of the predetermined agent is retrieved from the database; the skill record of the predetermined agent is compared to the skill records of the other agents in the database; an agent is selected from the plurality of agents based on the comparison

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of skill records; and communication between the predetermined agent and the selected agent is established as directly claimed in independent claims 1, 6, 18, 19, 25, and 30. Prior art of record also fails to teach, or renders obvious, alone or in combination, a method and apparatus for providing a chat function in an automatic call distribution system wherein skills of each agent of a plurality of agents are determined in the automatic call distribution system; the agents according to skills thereof are grouped into a plurality of skill groups; and chat sessions are provided between agents in a respective skill group of the plurality of skill groups as directly claimed in independent claims 13 and 20.

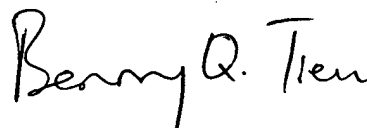
Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

3. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benny Q. Tieu whose telephone number is 571-272-7490. The examiner can normally be reached on Monday-Friday: 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on 571-272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

A handwritten signature in black ink that reads "Benny Q. Tieu". The signature is written in a cursive, flowing style.

Benny Q. Tieu
Primary Examiner
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Oct. 15, 2005